

Governor's Office for Technology Master Business Agreement

Customer:

Duration:

Master Business Agreement Objective:	This Master Business Agreement (MBA) establishes the overarching guidelines for conducting business between the Governor's Office for Technology (GOT) and the customer. In general, the guidelines established in the MBA will govern the development of service level agreements for each particular agency. The primary contact for the Master Business Agreement is the GOT Office of Administrative Services (OAS).
Communication	<p>GOT will manage working relationships with its customers through Executive and Business level reviews. Both parties agree to participate in these review sessions and will also agree to respond to any action items as a result of these sessions. These will be held as follows:</p> <ul style="list-style-type: none"> • Executive Level Review – The Office of the Chief Information Officer (CIO) and selected Executive Directors will meet with each Cabinet Secretary and the Cabinet CIO at least once annually. Topics will include: <ul style="list-style-type: none"> ○ Discussion of how the current business relationship contributes to the agency's business mission ○ Strategic plan integration ○ Status of business relationship ○ Shared service utilization ○ Status of major projects ○ IT direction and standards adherence ○ E-Government Plans ○ Problems and concerns • Business Level Review – GOT Executive Directors, Office of Policy and Customer Relations (OPCR) customer liaisons and OCPM Directors will meet with the Cabinet CIO and other IT leadership (excluding Cabinet Secretary) at least twice annually. Topics will include: <ul style="list-style-type: none"> ○ Completion/modification of Master Business Agreement ○ Plans and major initiatives for the next six months ○ Resource allocation – effects of current and future projects ○ IT architecture and standards adherence ○ Billing and financial issues (including review of account numbers) ○ Shared services utilization ○ Risk Management – Security and Privacy issues ○ Metrics results ○ Problems and concerns ○ Education/Training issues • GOT Customer Service Directory – GOT enterprise policies, Agency Contact Memos, and procedures for obtaining GOT services can be found at http://www.state.ky.us/got/opcr/relationship/serviceindex • Metrics Repository and Analysis – GOT will maintain
Memorandum of Agreement (MOA)	When allowed, exceptions to standard procedures and practices should be formalized through the use of Memorandums of Agreement between GOT and the customer. The CFO and CIO for GOT shall be participants in this MOA process, as well as the CIO of each Cabinet involved. Pilot projects will require a MOA between GOT and the customer. A time period will be set for the pilot, and special rates will be allowed.
Designated Contacts:	<p>Cabinets agree to provide demographic information for primary and secondary contact staff for specific service areas. This shall include the contact name, address, phone number, cell and pager numbers, and e-mail address (<i>please complete the contact listing table on the back page of this document and return to your GOT Agency Liaison</i>). Any interim changes should be reported to the GOT Agency Liaison:</p> <ul style="list-style-type: none"> • CIO • Agency Contact • Billing Contact • Fiscal Officer • Security Officer • General Counsel • Communications Contact • Telecommunications Coordinator (Data, Telephony, Wireless) • Training Coordinator • Licensing Coordinator

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Information Technology Guiding Principles:	<p>Both parties agree to adhere to the following IT guiding principles which are intended to provide an environment in which the Commonwealth can achieve its objectives in providing high level customer service:</p> <ul style="list-style-type: none"> • Support the business objectives of the Commonwealth government • Conduct Commonwealth business electronically • Treat information as a strategic resource • View technology investments from an enterprise perspective • Ensure electronic access to information and services while maintaining privacy
Service Level Agreement:	<p>GOT will manage relationships including service objectives and responsibilities through Service Level Agreements (SLA). SLA's will be created for the following services:</p> <ul style="list-style-type: none"> • Enterprise Shared Services – The Governance Team will make recommendations and review all SLA's for enterprise services. • Consulting Services, Software Development/Maintenance – Projects over 1,000 hours will have a SLA. • Contracts with External Service Providers – Services exceeding \$100,000 will have a SLA. Contracts for tangible assets will not require a SLA.
Dispute Resolution/ Escalation:	<p>At the onset of a problem, both parties agree to work to resolve the problem through the primary contact as noted on the designated contact sheet of this document. If a resolution cannot be reached, the problem will be escalated to the Cabinet CIO, which will work with the appropriate GOT Executive Director and the GOT Agency Liaison for problem resolution.</p>
Changing the MBA	<p>The MBA will be reviewed annually with modifications made as needed.</p>
Policies and Standards Compliance/ Exceptions:	<p>Both parties agree to adhere to the enterprise standards, which support the technology vision and principles of the Strategic Information Technology Plan and the direction in the Information Technology Enterprise Architecture. Most importantly, the standards identified in the strategic plan promote migration to enterprise solutions with reduced complexity and support. To achieve this, policy standards have been established for the following categories, and are applicable under this MBA:</p> <ul style="list-style-type: none"> • Hardware platforms, e.g. desktop computers, servers, printers • Software, e.g. operating systems, office suite, database management systems • Network services, e.g. network protocols, network hardware components, security • Data, e.g. common data elements, data definitions, GIS data standards • Applications, e.g. design, configuration, deployment • Organization, e.g. services, training, access to technology • Ergonomics - general requirements for workstation placement and use <p>Agencies requesting the purchase of products and services outside the parameters of the IT Enterprise Architecture and Standards must develop a business case exception supporting their request. The business case exception template can be found at http://www.state.ky.us/ftp/pdf/980501.pdf</p>
Statute of Limitations	<p>Cabinets agree to review GOT billing of services and request any debit or credit changes to be made within 60 days of billing date. GOT will only allow credit or debit of services for requests made within this time period. If billing corrections are required after the fiscal year date has ended, adjustments will be made accordingly.</p>

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GOT Roles and Responsibilities:	<p>GOT is charged with providing direction, stewardship, leadership, and general oversight for information technology and information resources in the Commonwealth, thus providing a single focus to address and coordinate the state’s technology issues. In achieving this, GOT will:</p> <ul style="list-style-type: none"> • Ensure the privacy of individuals and security of all data for which it is responsible • Provide prompt and accurate billing to customers • Communicate any new policy initiatives or modifications to existing policies in a timely manner • Coordinate Business and Executive Level reviews • Initiate Service Level Agreements for Enterprise Services, Consulting Services, Software Development/Maintenance Projects, and Contracts with External Service Providers. • Collect, analyze, and utilize customer satisfaction surveys and performance measures that support performance improvement and balanced scorecard reporting (results will be available via web). <p>GOT will provide the following as part of its general support services:</p> <ul style="list-style-type: none"> • Agency liaison services • First line Help Desk services for connectivity and operations support • Research and advisory contract services • Contract services (Strategic Alliance Services (SAS) contract administration and RFP support) • Web portal integration for the Commonwealth – KyDirect, KyDirect for Employees, etc. • Technology briefing administration • Governance Team support services • Enterprise or volume discount software service administration and coordination of licensing agreements
Cabinet Roles and Responsibilities	<p>Customer agrees to comply with the following:</p> <ul style="list-style-type: none"> • Ensure the privacy of individuals and security of all data for which it is responsible • Comply with IT Enterprise Architecture and Standards • Comply with licensing agreement for any product purchased/utilized • Attendance and participation at Governance Team meetings • Prompt notification of any personnel contact changes which are listed in this MBA • Communicate to GOT any major IT projects or news releases relating to IT projects • Respond to customer satisfaction surveys initiated by GOT, and encourage agencies within the Cabinet to do the same

Signed by:

GOT, Office of Admin Services Date

Agency CIO _____ Date: _____

**Governor's Office for Technology
Master Business Agreement
SLA Glossary**

Term/Concept	Meaning
Agency Contact	Designated IT contact with signature authority for procuring GOT services
CIO	Chief Information Officer
Communications Contact	Cabinet designee responsible for working with GOT for publishing agency news content on the employee portal.
Billing Contact	Recipient for GOT billing statement
Business Level Review	Semi annual meetings between GOT Executive Directors and Cabinet CIO. The MBA is a deliverable agreement as a result of this meeting.
Executive Level Review	Annual meeting between CIO, Cabinet Secretary and CIO, and appropriate GOT leadership to discuss and set service objectives, which support the agency business objectives.
Fiscal Officer	Chief financial officer of the Cabinet.
GOT	Governor's Office for Technology
Licensing Coordinator	Responsible for ensuring licensing of software for the Cabinet
Master Business Agreement (MBA)	An agreement that establishes the overarching guidelines for conducting business between GOT and their customer.
OAS	GOT Office of Administrative Services
OCPM	Office of Consulting and Project Management
OPCR	GOT Office of Policy and Customer Relations
Project Office	GOT Office of Consulting and Project Management
Service Level Agreement (SLA)	An agreement designed to communicate and manage expectations relating directly to a specific service between GOT and the customer.
Service Level Management (SLM)	The disciplined, proactive methodology and procedures used to ensure that adequate levels of service are delivered to all IT users in accordance with business priorities and at acceptable cost.
Security Officer	Authorized representative to administer security functions of all Agency data.
Telecommunications Coordinator	Contact person for telephony and wireless services
Training Coordinator	Cabinet designee responsible for scheduling participants for training.

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Designated Contacts

AGENCY:	PRIMARY CONTACT	SECONDARY CONTACT
Cabinet CIO	Name: Address: Phone: Cellular: Pager: E-Mail:	N/A
Agency Contact	Name: Address: Phone: Cellular: Pager: E-Mail:	Name: Address: Phone: Cellular: Pager: E-Mail:
Billing Contact	Name: Address: Phone: Cellular: Pager: E-Mail:	Name: Address: Phone: Cellular: Pager: E-Mail:
Fiscal Officer	Name: Address: Phone: Cellular: Pager: E-Mail:	Name: Address: Phone: Cellular: Pager: E-Mail:
Security Officer	Name: Address: Phone: Cellular: Pager: E-Mail:	Name: Address: Phone: Cellular: Pager: E-Mail:
Communications Contact	Name: Address: Phone: Cellular: Pager: E-Mail:	Name: Address: Phone: Cellular: Pager: E-Mail:
Telecommunications Coordinator (Data, Telephony, Wireless)	Name: Address: Phone: Cellular: Pager: E-Mail:	Name: Address: Phone: Cellular: Pager: E-Mail:
Training Coordinator	Name: Address: Phone: Cellular: Pager: E-Mail:	Name: Address: Phone: Cellular: Pager: E-Mail:
Licensing Coordinator	Name: Address: Phone: Cellular: Pager: E-Mail:	Name: Address: Phone: Cellular: Pager: E-Mail:
General Counsel	Name: Address:	Name: Address:

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